

FUNCTIONAL TITLE: Administrative Assistant
LOCATION: Massachusetts Teachers' Retirement System
500 Rutherford Avenue, Suite 210, Charlestown, MA 02129
STARTING SALARY: \$38,300
APPLICATION DEADLINE: November 2, 2018

The Massachusetts Teachers' Retirement System ("MTRS") is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 66,000 recipients and maintains and services retirement accounts for more than 93,000 active members and 28,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from more than 400 local school districts.

GENERAL STATEMENT OF DUTIES:

Under the general supervision of the Director and Assistant Director of the Member Account Services Unit, the Member Account Services ("MAS") Administrative Assistant will provide administrative coordination and clerical support to the MAS Unit while working cooperatively with all MTRS staff members to achieve common goals. The MAS Administrative Assistant also serves all members of the MTRS as part of the team responsible for member account maintenance, which includes:

- Serves as contact support for MTRS membership and other Massachusetts contributory retirement systems in matters involving the processing of transfers of funds between the MTRS and other retirement systems.
- Retrieves voicemail from the MAS general line and ensures proper follow-up with the appropriate staff member.
- Monitors MAS e-mail in-boxes, acknowledges receipt of inquiries and forwards e-mails to the appropriate staff member for completion.
- Maintains spreadsheets of various workloads owned by MAS.
- Coordinates with the MTRS's Records Administration unit regarding the imaging and creation of member files.
- Prepares acknowledgment correspondence confirming receipt of member and other retirement board requests.
- Assists with the maintenance and recording of changes/updates in members' files and in their MyTRS account (i.e., updating addresses and other demographic information, adding comments, closing workflows).
- Provides assistance in recognizing potential incorrect assessments and directing the cases for additional research.
- Assists with data entry and member account correction projects, as needed.
- Assists with processing of manual enrollment forms and new member enrollment requests.
- Participates in group meetings and training programs, as assigned.
- Performs other administrative duties as required or as necessitated.

QUALIFICATIONS REQUIRED:

- Minimum of high school diploma.
- Excellent organizational skills, flexible, and able to handle a multitude of tasks.
- Desire to work in an environment committed to teamwork and quality service.
- Ability to communicate effectively and professionally with co-workers, members, and the public.
- Ability to follow instructions and function both independently and as a member of a team.
- Ability to maintain harmonious relationships with the members, employers, and MTRS staff.
- Commitment to competent, compassionate and quality service at all times.
- Business experience with Microsoft Excel, Word, and PowerPoint required.
- Experience with member/customer/client databases required.
- Ability to travel to and from the workplace.

APPLICATION PROCESS:

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

All applicants must submit a cover letter and résumé. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Administrative Assistant with the MTRS. Applicants who do not submit a cover letter will not be considered.

The MTRS is an equal opportunity employer.